

NICHOLS BROS. STONEWORKS™

Pricing

All items are shown with retail prices including crating necessary for shipping. Discounts are available to the trade and will be reflected on your price list, if applicable. Prices are F.O.B. Snohomish, Washington.

Terms

In most cases a 50% deposit is required to initiate orders, with the balance due before delivery. Customers with a long-term relationship with Nichols Bros. Stoneworks may apply for special terms, granted at Stoneworks' discretion. Custom orders require 100% payment for mold work, and 50% for casting costs. We accept all major credit cards.

Order Procedures

We ask that all orders be confirmed in writing to avoid errors and or duplication. Upon receipt of deposit a sales order will be generated by Nichols Bros. Stoneworks and will act as the order confirmation and begin production. At this point no changes can be made without Stoneworks' written approval, as all products are made to order.

Any order cancellations made after production has begun will be subject to a 25% restocking fee. Any order cancellations on custom orders will be charged a 100% restocking fee.

Production Time

Based on the individual order, an estimate of production time will be quoted. We make every effort to keep our lead-times to a minimum. For most orders a lead-time of 2-3 weeks from order date to ship date can be expected. This is because our pieces need 10 days curing time after casting to achieve the strength to withstand shipping conditions. On large quantity orders, or those requiring custom mold work, our lead-time is typically 4-6 weeks.

Shipping

All shipments are freight prepaid unless other arrangements are agreed to by Nichols Bros. Stoneworks. We have negotiated very favorable freight rates with several carriers, and, at our discretion, select the best method and carrier for shipping. All merchandise is carefully inspected prior to packaging and again when given to the carrier. At that point the carrier assumes responsibility for safe delivery. When delivered, it is the obligation of the recipient to inspect the condition of the shipment for signs of damage. All apparent shipping damage or shortages must be noted on the delivery receipt. The purchaser must report any shipping damage/shortage to the carrier within five days. Nichols Bros. Stoneworks should be contacted for filing and handling of the claim. Many shipments require a lift gate equipped trailer, and notification of the delivery. This information should be conveyed to Stoneworks at the time of ordering. Some of our larger pieces require a forklift for unloading and it is the responsibility of the customer receiving the product to arrange for such equipment.

Installation and Maintenance.

Proper installation is very important in allowing our containers and garden ornaments to perform as designed. The pieces are heavy and a solid, level surface is required for most installations. Though these items are heavy and durable, they have an aspect of fragility to them, especially the corners and sharp edges. Pry bars, hand trucks, tools and chains must be very carefully employed.

A very important factor in planter performance is drainage. Our planters are made with drain holes and they must be utilized.

With every order we ship installation instructions and small rubber squares to act as spacers or pot feet. These are to lift the bottom of the planter 1/4" - 3/8" off the ground to allow proper drainage. If water is allowed to collect in the container it can lead to efflorescence and in extreme cases of ice buildup, can cause the planter to crack.